

I claim:

1. A method of determining a language of a call handled by an automatic call distributor, such method comprising the steps of:

5 detecting the call;
sampling an audio portion of the call;
fitting a plurality of audio templates to the sampled portion of the call; and
determining a language of the call based upon a best relative fit between
one of the plurality of audio templates and the sampled portion of the call.

10 2. The method of determining a language as in claim 1 wherein the audio templates further comprises audio language templates.

15 3. The method of determining a language as in claim 1 further comprising the step of routing the call to a response service based on the language of the call.

20 4. The method of determining a language as in claim 3 wherein the step of routing further comprises selecting one of a group consisting of agents and voice response units.

25 5. The method of determining a language as in claim 4 wherein the step of routing further comprises selecting a default response service for servicing unidentified languages.

6. The method of determining a language as in claim 4 wherein the step of routing further comprises selecting a voice response unit having a plurality of stored language scripts.

30 7. An automatic call distributor with language recognition means, comprising:

means for detecting a call;
means for sampling an audio portion of the call;
means for fitting a plurality of audio templates to the sampled portion of the call; and
means for determining a language of the call based upon a best relative fit between one of the plurality of audio templates and the sampled portion of the call.

8. The automatic call distributor of claim 7 wherein the audio templates further comprises audio language templates.

9. The automatic call distributor of claim 7 further comprising means for routing the call to a response service based on the language of the call.

10. The automatic call distributor of claim 9 wherein the means for routing further comprises means for selecting one of a group consisting of agents and voice response units.

11. The automatic call distributor of claim 10 wherein the means for routing further comprises means for selecting a default response service for servicing unidentified languages.

12. The automatic call distributor of claim 9 wherein means for routing further comprises means for selecting a voice response unit having a plurality of stored language scripts.

13. A method of routing a call based on a language of a customer comprising the steps of:
detecting the call;
determining the language of the customer; and
routing the call to a response service based on the language.

14. The method of routing a call as in claim 13 wherein the determining step further comprises:

sampling an audio portion of the call;

5 fitting a plurality of audio templates to the sampled portion of the call; and

determining the language of the call based upon a best relative fit between one of the plurality of audio templates and the sampled portion of the call.

B' 10 15. The method of routing a call as in claim 13 wherein the determining step further comprises identifying the customer based upon an ANI as a repeat customer and accessing a database that stores the language of the repeat customer.

15 16. The method of routing a call as in claim 13 wherein the determining step further comprises basing the determination, in whole or in part, on a surname of the customer.

20 17. The method of routing a call as in claim 13 wherein the determining step further comprises basing the determination, in whole or in part, on marketing information associated with the customer.

25 18. The method of routing a call as in claim 13 wherein the determining step further comprises basing the determination, in whole or in part, on a geographic location associated with the customer.

30 19. An automatic call distributor with language recognition means, comprising:

means for detecting a call;

means for determining a language of a customer; and

means for routing the call to a response service based on the language.

20. The automatic call distributor of claim 19 wherein the determining means further comprises

means for sampling an audio portion of the call;

5 means for fitting a plurality of audio templates to the sampled portion of the call; and

means for determining the language of the call based upon a best relative fit between one of the plurality of audio templates and the sampled portion of the call.

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21. The automatic call distributor of claim 19 wherein the determining means further comprises means for identifying the customer as a repeat customer and means for accessing a database that stores the language of the repeat customer.

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22. The automatic call distributor of claim 19 wherein the determining means further comprises means for basing the determination, in whole or in part, on a surname of the customer.

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23. The automatic call distributor of claim 19 wherein the determining means further comprises means for basing the determination, in whole or in part, on marketing information associated with the customer.

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24. The automatic call distributor of claim 19 wherein the determining means further comprises basing the determination, in whole or in part, on a geographic location associated with the customer.